



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending March 31, 2012

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.40	2.80	2.40	2.20
B. Operator Answer Time - Information [730.510(a)(1)]	9.90	10.40 *	9.50	9.93
C. Repair Office Answer Time [730.510(b)(1)]	36.00	15.00	42.00	31.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	39.00	19.00	34.00	30.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.54%	97.20%	96.34%	97.70%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.21	1.29	1.28	1.26
H. Percent Repeat Trouble Reports [730.545(c)]	16.46%	12.82%	12.85%	14.04%
I. Percent of Installation Trouble Reports [730.545(f)]	1.22%	1.96%	1.52%	1.57%
J. Missed Repair Appointments [730.545(h)]	39	142	64	82
K. Missed Installation Appointments [730.540(d)]	3	40	11	18

Comments

CTC Illinois



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending March 31, 2012**